Abstract of the Disclosure

[0022]   A system, method and computer program for monitoring responses by a user to incoming calls and messages. These responses are time stamped with a time of day and day of week and stored in a database. Once an adequate number of

5   responses have been stored in the database, a statistical trend analysis is performed on the data. This statistical trend analysis generates a trend analysis table for each user which indicates the probability of contacting a user via a specific method for a specific time period and day of the week. Thereafter, whenever an incoming call or message arrives, the trend analysis table is accessed and the location with the highest

10   probability of contact is used for forwarding the incoming call or message to.